

**RESPONSES TO QUESTIONS REGARDING  
PRIVATIZATION OF CHILD SUPPORT SERVICES IN BALTIMORE CITY  
REQUEST FOR PROPOSALS  
CSEA/PR/11-001-S  
PART V – JUNE 16, 2010**

162. **3.1 A.** Please describe current initiatives or programs having to do with employment assistance to noncustodial parents.

**RESPONSE:** The Non-custodial Parent Employment Program (NPEP) is a departmental initiative involving the collaborative efforts of the CSEA, the Family Investment Administration (FIA), and the DHR Community Services Administration. The purpose of this initiative is to operate a program in each local jurisdiction that provides employment services to noncustodial parents who are unable to meet their child support obligation. Employment services and related job readiness training will be provided using the same resources available to custodial parents as part of the Welfare to Work program.

BCOCSE noncustodial parents are provided employment search assistance and/or referrals for services with the ultimate goal that each obligor will find legitimate, gainful employment. This includes:

- a) Working with the Baltimore City Department of Public Works to connect non-custodial parents with employment opportunities within the City's work force;
- b) Working with Job Corps to refer non-custodial parents, ages 18-24, to meet with Job Corps representatives on a regular basis.
- c) Working with the Department of Public Safety and Corrections Services to establish paternity. Outreach to previously incarcerated noncustodial parents.
- d) Developing additional resources through contacts with employers and others in the community.
- e) Working with the Baltimore City Circuit Court to develop a comprehensive referral and tracking program for unemployed NCPs.

BCOCSE is participating in a 17 month demonstration project that is intending to show the utility of a CSEA/TANF/locally designed community-based navigation service helping low-income, non-custodial fathers operate within the BCOCSE's child support enforcement system. The goal of the demonstration is to increase fathers' involvement with their children while also increasing the number of honored child support orders, the level of child support compliance and participation in CSEA's arrearage reduction efforts. The demonstration project is funded by a grant awarded to the DHR by the federal office of the Administration for Children and Families in 2009.

**Help Us Help You (HUYU).** The HUYU program, developed by the current contractor, assists unemployed and underemployed NCPs to identify individual barriers to obtaining and maintaining legitimate, gainful employment, to develop a plan for overcoming the identified barriers, and to effectuate the plan with the assistance of community-based service providers and employers. The HUYU participants are asked to make payments to their cases while they are enrolled in HUYU to evidence their good faith efforts to comply with their support obligations.

163. **3.2.** Please describe all projects/initiatives geared toward building community partnerships that are currently being undertaken.

**RESPONSE:** BCOCSE establishes and maintains contacts with individuals and groups that provide services for fathers and children in Baltimore City and throughout Maryland. BCOCSE serves as an information and referral source to community-based organizations, schools, and other available venues, and collaborate on outreach activities that assist parents with understanding and navigating through the child support system. In this capacity, BCOCSE disseminates information and makes presentations to groups and organizations that deal with family needs, and to other public and civic groups that may contact BCOCSE information, in an effort to increase access to the child support program by making. See also response to Question # 162.

164. **3.2 I.2.** Will CSEA provide the Baltimore City UDC levels, by type of distribution error, for the last three years? Additionally, can the State provide the aging of all UDC's?

**RESPONSE:** See attached Itemized Undisbursed Collections chart.

As of 3/31/10, the following data is available:

- Collections Remaining Undistributed Up to 2 Business Days of Receipt - \$1,524,203.
- Collections Remaining Undistributed More Than 2 Days, But Not More Than 30 Days - \$1,621,950.
- Collections Remaining Undistributed More Than 30 Days, But Not More Than 6 Months - \$531,653.
- Collections Remaining Undistributed More Than 6 Months, But Not More Than 1 Year - \$252,767.
- Collections Remaining Undistributed More Than 1 Year, But Not More Than 3 Years - \$603,309.
- Collections Remaining Undistributed More Than 3 Years, But Not More Than 5 Years - \$ 105,631.
- Collections Remaining Undistributed More Than 5 Years - \$ 95,129.

165. **3.2 E.** Cooperative Reimbursement Agreement (CRA) Agencies' Services (SHERRIFF). What is service rate for Sheriff's office? Can the State provide copies of the last 6 months of reports? Does Sheriff office documents CSEA with service information?

**RESPONSE:** The reports are attached. Yes. The information is updated in CSES.

166. **E.1.** Does the vendor have the ability to incorporate the State's Attorney's Office operating procedures in the vendor's standard operating procedures? If so, can the vendor have a copy of the operating procedures for the State' Attorney's Office?

**RESPONSE:** A copy of the Cooperative Reimbursement Agreement between CSEA and the State's Attorney's Office is attached.

167. **E.1.** Does the vendor have the ability to include the State's Attorney's Office in activities that support a positive work environment and inclusiveness in related activities?

**RESPONSE:** See attached Cooperative Reimbursement Agreement.

168. **3.2.E.** Has CSEA established performance standards which must be met by these agencies? If so, will current requirements and performance levels be provided? If not, does CSEA intend to require minimum performance for these agencies during the contract period and will the Contractor have input on the setting of standards and deliverables?

**RESPONSE:** Yes. Please see the attached Cooperative Reimbursement Agreements.

169. **3.7. State Supplied Services.** Please list the software that will be provided by the State. Will this include items such as TN43270 emulators for Mainframe access (Attachmate Extra!) or MS Office 2k7 required to pen reports and documents from the State? How will connectivity be established from the Contractor's network to the State applications (Point to Point), VPN, etc.)? If dedicated lines are required will the state install and maintain this link? If VPN please provide requirements.

**RESPONSE:** The State will not provide any software to the Contractor. The State does own several licenses for Attachmate that will be made available to the Contractor. If additional licenses are required, this will be the responsibility of the Contractor.

The Offeror must propose how it intends to meet the requirements of the RFP to facilitate the quality and efficiency of services described in Section 3.5. See Sections 3.5A and 4.2 (D) (4), as amended (Amendment # 3). The Offeror may propose VPN or Point to Point, although Point to Point is preferred.

170. **3.5 A. Computer Equipment and Software.**

a. Does the State support a Virtual Private Network (VPN) connection as a means to

connect from the contractor's location to CSES, CIS, and other state systems?

**RESPONSE:** See response to Question # 169.

- b. Please describe the specifications for the state imaging system.
- c. Will the existing document imaging software, hardware, and/or licenses convey to the new vendor?
- d. Will the database and all scanned images within the existing document imaging system convey to the selected contractor?
- e. Approximately how many documents are presently stored in the document imaging system?
- f. Approximately how many documents are scanned each week into the existing document imaging system?

**RESPONSE:** See Amendment # 3.

171. **3.7 C. Computer Software.** Can the State please provide an itemized list of the "necessary software" which will be provided to the selected contractor.

**RESPONSE:** None.

172. Modern ACD (automated call distributor) systems can provide sophisticated question "trees" that allow customers to select options over the phone in order to receive automated answers to frequently asked questions. These capabilities make it unnecessary to pay the higher costs of full IVR when is not need to draw the requested answers from a live database.

Given that the State already funds a full touch-tone and speech recognition IVR system to provide automated customer service and payment information, please confirm that the State's requirement for this RFP is focused on delivering a telephone system that can provide automated answers through a menu tree and not specifically using the mo re expensive IVR technologies that would also require direct, real-time access to CSES.

If the State does require an IVR, please confirm that direct, realtime access to CSES will be provided to the contractor and provide detailed description of how that access will be provided to the contractor and provide detailed description of how that access will be given and of what questions the IVR must be able to address using such access.

**RESPONSE:** Section 3.4.4 A has been amended to require the Contractor to provide an IVR system. Please see Amendment # 3.

173. In regards to one-time-only purchases, it appears because the RFP puts a "unit Price" (Not to Exceed) on items 1-4 and items 1-4 are referred to in several places in the RFP, that these four items are to be classified as "Transition In: One-Time-Only Purchases". It appears that we cannot add lines to Attachment A. Is this your intention?

If this is your intention, what about all of the other "Transition In: One-Time-Only Purchases," such as Desks for State & City Staff, Computer Servers, Laptop Computers, Wiring, Telephone System, Office Furniture (for areas like the Lobby, Interview Rooms, Training, Conference Rooms, DNA Testing, and Customer orientation), Copiers, Security Systems, and all of the other types of Equipment other than consumable supplies that would be purchased for use on day one?

**RESPONSE:** The only Transition In: One-Time-Only Purchases allowed are those identified in Attachment A - Pricing Proposal, Transition In: One-Time-Only Purchases chart, in the Purchases column numbers 1 - 4.